

Newton Free Library

City of Newton Performance Management Scorecard
December 2011

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

Metric	Yearly Goal	Avg. Nov.	Target	Actual	Result	Previous YTD	YTD	Trend
1. Provide patrons with up-to-date and relevant collections and resources								
Main Library circulation	Maintain current circulation	145497.5	145497.5	140903		864715	839506	
2. Provide enhanced access to library resources and services								
Percentage of circulation using Express Lane checkout	Increase the use of Express Lane checkout workstations	16.095	16.095	24.17		16.338333	24	
Library Database Page Views	Increase page views by selecting and promoting products that meet patrons' needs			1095			2497	
% of time 14 sign up computers are in use	Increase computer use by selecting products and creating policies that meet patrons' needs	42.8	42.8	49			44	
3. Serve as curator and partner in the pursuit of information, entertainment and culture.								
Total visitors to the library	Maintain current level of visitors	55001	55001	58965		358084	356542	
Total programs	Maintain current level of programs	118	118	121		626	638	
Total patrons attending programs	Maintain current level of attendees at library programs	2685	2685	3134		15561	17234	
% of children's program attendees completely satisfied according to survey	Maintain 95% satisfaction level for children's programm	100	100	100			100	

Notes